



**The
Georgia Public Service Commission
is accepting applications for**

INFORMATION & REFERRAL SPECIALIST

Annual Salary Minimum: \$35,000 - \$39,000

Recruitment Period: Until Filled

Number of Openings: 1

Duties and Responsibilities:

Under general supervision, receives and responds to consumer complaints, opinions, and inquiries from telephone calls, emails, letters and/or faxes. Reviews utility company complaints and customer service issues. Assists consumers regarding regulations, policies and procedures. Compiles information and statistics as needed; develops and/or maintains information and literature for assigned area; updates tracking databases and enters data. Attends Committee/Administrative Sessions and Hearings. Interaction with Utility Units and Consumer Outreach Activities and Functions.

Assists with administrative functions including distributing mail, maintaining correspondence file system, scanning documents and filing. Front Desk assistance with mail correspondence, visitors and phone calls.

Minimum Training and Experience: Five years of experience in a customer service setting with communicating information **OR** two years of college education.

Exam and Evaluation Information: Evaluation of credentials and experience. Must successfully complete stringent background investigation.

Additional Information: Submit an application package with
Letter of Interest
Resume
GPSC Application
State Application

Electronic application forms in WORD format are available for download at www.psc.state.ga.us/jobopenings/jobopenings.asp

Submit electronic information in a timely manner to hrgpsc@psc.state.ga.us

Send transcripts and other materials to:

Georgia Public Service Commission

Office of Personnel Services

244 Washington Street, SW 1st Floor

Atlanta, GA 30334

9/2021